

Appl. No. 09/593,821  
Amdt. dated May 7, 2004  
Reply to Office Action of November 19, 2003

PATENT

### REMARKS/ARGUMENTS

Claims 1-29 are pending in the present application. Claims 1, 2, 5, 10, 17, 21-23, 26, and 29 have been amended. Claim 30 has been cancelled. No new matter has been added to the amended claims.

Claims 1-30 stand rejected under 35 U.S.C. § 102(e) as being anticipated by U.S. Patent Number 6,154,465 to Pickett. In light of the amendments and the following remarks, Applicants respectfully request reconsideration of the claims and withdrawal of the rejections.

#### *Objections*

The disclosure was objected to because of several informalities. The specification has been amended to correct these informalities by updating references to copending applications and/or issued patents.

#### *Claim Rejections - 35 U.S.C. § 102*

Claims 1-30 stand rejected under 35 U.S.C. § 102(e) as being anticipated by U.S. Patent Number 6,154,465 to Pickett.

#### Pickett

Pickett appears to disclose systems and methods by which voice/data communications may occur in multiple modes/protocols. (Pickett, Abstract). FIGS. 2 and 3 of Pickett appear to illustrate "an integrated system for controlling and managing communications such as in an office." (Pickett at col. 5, lines 56-58). "Communications system 50 is coupled to WAN voice/data services network(s) 58 through trunks 54." (Pickett at col. 6, lines 62-63).

Pickett appears to disclose a system that utilizes an "office attendant type program" to "control the incoming and outgoing calls" of the office. (Pickett at col. 13, lines 50-54). "In preferred embodiments, calls may be directed to the computer running the office attendant type program because a main number has been directed to this computer (and its associated telephone or headset), or because calls have been forwarded to the office attendant type program, or [ ]. In such situations, the office attendant type program user may need to

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transfer calls to other extensions, either inside the office or outside the office." (Pickett at col. 18, lines 22-31).

**Claim 1**

Amended claim 1 recites, in part, "determining that the telephone call will be transferred to an auto attendant located at a remote telecommunications system." Pickett does not teach or suggest that the communications system 50, or any other disclosed system, determines "that the telephone call will be transferred to an auto attendant located at a remote telecommunications system," as recited, in part, by amended claim 1.

Although Pickett appears to disclose that calls may be transferred by the office attendant type program to extensions "either inside the office or outside the office," there is no disclosure of determining that the telephone call will be transferred to an auto attendant located at a remote telecommunications system. The only location of the office attendant type program discussed by Pickett is in the office where the communications system 50 is located, therefore, Pickett does not teach or suggest determining that a telephone call will be transferred to an auto attendant located at a remote telecommunications system. Although Pickett illustrates several communication systems 50A, 50B, and 50C coupled together in FIGS. 18 and 19, there is no discussion in Pickett of "determining that the telephone call will be transferred to an auto attendant located at a remote telecommunications system," as recited, in part, by amended claim 1. For at least these reasons, amended claim 1 is in a condition for allowance.

**Claims 2-9**

Claims 2-9, which depend from claim 1 are believed to be allowable for at least the same reasons given above, and more particularly, for the specific limitations they recite.

**Claim 10**

Amended claim 10 recites, in part, "coupling the external telephone line to an auto attendant located at the first telecommunications system" and "coupling the telephone call to an

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auto attendant located at the remote telecommunications system in response to the switching data." Pickett does not teach or suggest these claim elements. On the contrary, Pickett merely discusses the case in which calls may be directed to the computer running the office attendant type program at the location of the communications system 50. Therefore, for at least these reasons, amended claim 10 is in a condition for allowance.

Claims 11-20

Claims 11-20, which depend from claim 10 are believed to be allowable for at least the same reasons given above, and more particularly, for the specific limitations they recite.

Claim 21

Amended claim 21 recites, in part, "selecting a routing identifier associated with an auto attendant located at a second telecommunications system." Pickett does not teach or suggest this claim element. As discussed in regard to claims 1 and 10, Pickett only discusses transfer of calls to the office attendant type program located at the communications system 50. Therefore, for at least these reasons, amended claim 21 is in a condition for allowance.

Claims 21-29

Claims 11-29, which depend from claim 21 are believed to be allowable for at least the same reasons given above, and more particularly, for the specific limitations they recite.

CONCLUSION

In view of the foregoing, Applicants believe all claims now pending in this Application are in condition for allowance. The issuance of a formal Notice of Allowance at an early date is respectfully requested.

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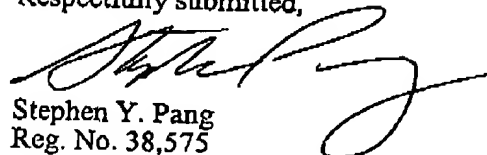
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If the Examiner believes a telephone conference would expedite prosecution of this application, please telephone the undersigned at 650-326-2400.

Respectfully submitted,



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